

JOB SATISFACTION AMONG STAFF NURSES IN KUALA LUMPUR HOSPITAL IN 1996

KEPUASAN KERJA DI KALANGAN JURURAWAT TERLATIH DI HOSPITAL KUALA LUMPUR PADA 1996

Param Jeeth Singh, Raja Jamaluddin Raja Abd. Majid

ABSTRACT

Staff nurses should possess job satisfaction to ensure that quality nursing care is given to the patients. Job satisfaction is important so that productivity does not fall and turnover of personal is not high. Hence, a cross sectional study was carried out among the staff nurses in Kuala Lumpur Hospital to determine the factors influencing job satisfaction and intention to resign. Seven units were chosen by simple random and proportionate sampling was done to get 330 staff nurses. Data was obtained through a self-administered questionnaire. The response rate was 92.4%. Based on ethnicity, 77.4% of the respondents were Malay, 15.4% Chinese and 7.2% Indians. Generally, respondents were dissatisfied with workload and rewards while they were satisfied with interpersonal staff relationships and with status and autonomy. Meanwhile they had neutral attitude towards career development. This study found that 56.4% of staff nurses were generally satisfied while 27.6% were dissatisfied with their jobs and the remainder were neutral. With regards to intention to resign within the next one year, 28.9% of the respondents had no intention to resign at all while 19.3% of respondents had 100% intention to resign from their jobs. Initial analysis found no associations between the social demography factors like ethnicity, age, marital status, duration of service as staff nurses, income and duration of contract as staff nurses with general job satisfaction ($p > 0.05$). There were associations between the social demography factors as mention above together with general job satisfaction with intention to resign. From the multiple linear regression analysis, predictors of intention to resign were ethnicity, age, duration of service as staff nurses and general job satisfaction. It is hope that the findings of this study will be helpful to the organization of Kuala Lumpur Hospital in addressing the problems of the staff nurses and hence improve the job satisfaction among the staff nurses.

ABSTRAK

Jururawat terlatih perlu mempunyai kepuasan kerja untuk memastikan yang kualiti perawatan yang baik diberikan kepada pesakit-pesakit. Kepuasan kerja ini adalah penting supaya produktiviti tidak merosot dan tidak terdapat kadar pusing ganti personel yang tinggi. Oleh itu satu kajian irisan lintang telah dijalankan di kalangan jururawat terlatih di Hospital Kuala Lumpur Untuk menentukan faktor-faktor yang mempengaruhi kepuasan kerja dan niat untuk berhenti berkhidmat. Pemilihan tujuh unit secara rawak mudah telah dibuat dan persampelan cara 'proportionate' dilakukan untuk mendapatkan seramai 330 jururawat terlatih. Responden diberi borang soal selidik diisi sendiri. Kadar respon adalah 92.4%. Seramai 77.4% responden adalah Melayu, 15.4% Cina dan 7.2% India. Secara umumnya, keputusan yang didapati menunjukkan bahawa responden tidak berpuas hati dengan aspek-aspek terhadap beban kerja dan ganjaran, manakala responden adalah berpuas hati terhadap aspek-aspek perhubungan interpersonal dan status serta autonomi. Sementara itu, aspek terhadap kemajuan kerjaya menunjukkan bahawa responden bersikap neutral. Didapati 56.4% daripada responden mempunyai kepuasan kerja secara keseluruhan dan 27.6% mempunyai ketidakpuasan kerja keseluruhan, dan yang lainnya bersifat neutral. Dari segi niat untuk berhenti berkhidmat dalam masa satu tahun yang akan datang 28.9% responden tiada mempunyai niat langsung untuk berhenti berkhidmat dan 19.3 % responden mempunyai 100% niat untuk berhenti berkhidmat. Analisis awal mendapati bahawa faktor-faktor sosiodemografik responden seperti bangsa, umur, taraf perkahwinan, tempoh perkhidmatan sebagai jururawat terlatih, pendapatan dan berkontrak tiada mempunyai kaitan dengan kepuasan kerja keseluruhan ($p > 0.05$), dan dari segi niat untuk berhenti berkhidmat, didapati faktor-faktor sosiodemografik seperti di atas serta kepuasan kerja keseluruhan mempunyai kaitan dengan niat untuk berhenti berkhidmat. Analisis regresi linear berganda menunjukkan bahawa peramal niat untuk berhenti berkhidmat adalah bangsa, umur, tempoh perkhidmatan dan kepuasan kerja keseluruhan. Diharap keputusan kajian ini boleh menolong pihak organisasi Hospital Kuala Lumpur menangani masalah jururawat terlatih dan meningkatkan kepuasan kerja di kalangan jururawat terlatih.